

OLA QUARTERLY

OFFICIAL NEWSLETTER OF THE
OFFICE OF LANGUAGE ACCESS, STATE OF HAWAII

“O KA ‘ŌLELO KE OLA - LANGUAGE IS LIFE”

WINTER 2014 EDITION



OLA QUARTERLY

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Language Access Bills Proposed:

HB1740 HB1748 HB 1749 & HB1972

(description on p. 3)

Immigrant Resource Centers (IRCs) Re-open Across the State

The IRCs, a project of the Office of Community Services (OCS), are located at the Catholic Charities Hawaii office in Hilo; the Child and Family Service Center in Ewa Beach; the Kuhio Park Terrace Family Center in Kalihi; and the Child & Family Service Center in Kapaa on Kauai. According to Mila Kaa-hanui, OCS executive director, the purpose of the IRCs is to restore state-funded, comprehensive services for Hawaii's immigrant communities marginalized by poverty and lack of language access to needed resources.



(Right) OLA staff with Governor Neil Abercrombie during the opening of the **Immigrant Resource Center** at the Child and Family Services facility at Ewa Beach on November 2013.





MESSAGE FROM THE EXECUTIVE DIRECTOR

Jun Colmenares

Greetings and best wishes for a peaceful and prosperous New Year!

The past three months have been hectic, not only for the jobs presently on hand, but also in terms of preparations for the upcoming year.

We have prepared and submitted OLA's annual report to DOH as well as to the Office of the Governor and the Legislature. We have successfully requested for the release of funds for the Language Access Resource Center and Multilingual Website and are currently working on the establishment and filling of positions. We also submitted a request for supplemental funding for the office which was included in the DOH budget for FY2014. I was also kept busy preparing and making presentations at a conference; to UH students; and to visitors from the Philippines.

The 5-day Medical Terminology Workshop is now underway— held in January and February 2014 at the McKinley Community School for Adults. Also, we are finalizing the contract for the Bridging the Gap training on Maui in April 2014.

We have assisted in the preparation of several bills on language access for the upcoming legislative session. Among others, the bills request for financial assistance to medical interpreters for training and certification, as well as training and additional remuneration for state bilingual staff providing interpretation services.

The Language Access Advisory Council is still looking for an interested person to serve as council member representing a Hawaiian language advocacy organization. Please submit your application to the Governor's office on Boards and Commissions.

Finally, the office would like to express its deepest sympathies to the family of the late DOH Director Loretta Fuddy. In our brief association with her, we found her to be a very down-to-earth person whose heart was with those who are marginalized and have less in life. We were so looking forward to working with her – we will surely miss her. May she rest in peace.

Aloha.



LORETTA "DELIANA" FUDDY 1948-2013

It is with deep sadness that we mourn the passing of Department of Health Director—Loretta "Deliana" Fuddy. Deliana was loved and respected for her passion and dedication to the public health and the children and people of Hawaii. She was especially committed to language access and its implications on community health.

She will be greatly missed by all.

Proposed Legislation (continued)



HB1740—Relating to Language Access

Amends the appropriations provided in Act 217, Session Laws of Hawaii 2013, for fiscal year 2014-2015 for establishment of the statewide language access resource center and establishment of the multilingual website pilot project administered by the office of language access. Effective July 1, 2014.

HB1748—Relating to Language Access

Appropriates funds for financial assistance for Hawaii interpreters for training and certification in medical or healthcare interpretation and for the development of medical glossaries in the primary foreign languages spoken in Hawaii.

HB1749—Relating to Language Access

Appropriates funds for three positions within the Office of Language Access.

HB1972—Relating to Labor

Requires the Office of Language Access to implement identification, training, and certification procedures to develop a multi-lingual state workforce. Requires the University of Hawaii to develop and administer language training courses. Effective July 1, 2014.



Put these on your legislative tracking list; watch for hearing dates; and submit testimony with your thoughts.

NEWS ABOUT LANGUAGE ACCESS ADVISORY COUNCIL



Congratulations to Rebeca Zamora —

After a Senate Confirmation Hearing on October 29, 2013, her appointment to the Language Access Advisory Council representing a Professional Interpreter Organization has been approved.

Congratulations to Patricia Harpstrite —

A Commissioning Ceremony was held for Pat on October 29, 2013 at Washington Place. She represents the Island of Oahu.



NEWS FROM OLA

The Office of Language Access is sponsoring a **MEDICAL TERMINOLOGY WORKSHOP 2014**

currently underway for 5 consecutive Saturdays -

JANUARY 18, 25 & February 1, 8, 15

8:00 AM to 12:00 Noon at the McKinley
Community School for Adults

Taught by Sally Pestana, Professor -Kapiolani Community
College—Medical Laboratory Technician Program

This is a 20-hour course for interpreters,
translators, and anyone who works or in-
tends to work in healthcare. OLA will pro-
vide a certificate of completion to those who
finish the course. *(Let OLA know if you'd like
this course to be offered again in the future.)*



OLA on OLELO - February



The Office of Language Ac-
cess will be featured on the
Department of Health's regu-
lar program—"Foundations
for Healthy Generations" - on
Olelo channel 49 on:



February 4, 2014 at 6:30 p.m., and again on February 6, 13,
20, & 27 2014 at 12:00 noon.

Watch OLA's Executive Director, Jun Colmenares; and the
Language Access Advisory Council's Chair—Dominic Ino-
celda discuss the office and current issues in language ac-
cess.

The program will later be available via webstream on Olelo-
Net Video on Demand on www.olelo.org at the following
link:

[http://olelo.granicus.com/ViewSearchResults.php?view_id=30&types%5BClip%5D=on&types%5B](http://olelo.granicus.com/ViewSearchResults.php?view_id=30&types%5BClip%5D=on&types%5BAgendaItem%5D=on&types%5BCaption%5D=on&allwords=Foundations+for+Healthy)
[AgendaItem%5D=on&types%5BCaption%5D=on&allwords=Foundations+for+Healthy](http://olelo.granicus.com/ViewSearchResults.php?view_id=30&types%5BClip%5D=on&types%5BAgendaItem%5D=on&types%5BCaption%5D=on&allwords=Foundations+for+Healthy)

Funds Released for LARC & Multi- lingual Website

Governor Abercrombie has
approved the request to re-
lease the funds to staff and
operate the **Language Ac-
cess Resource Center and
Multi-lingual Website**. OLA
is now working with the
Depart-
ment of
Health to
establish
and fill
the posi-
tions.

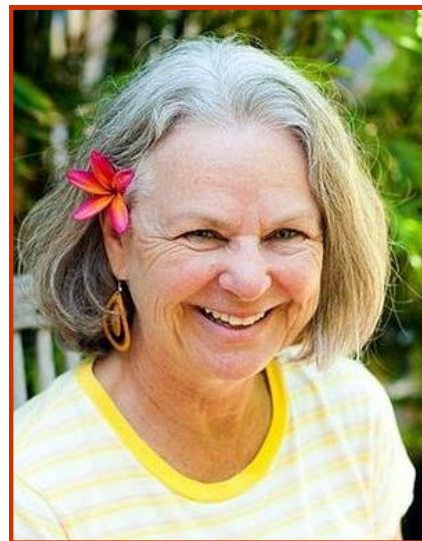


MORE NEWS FROM OLA

Medical Interpreter Training Expected in Hawaii

The Cross Cultural Health Care Program (CCHCP) is a nonprofit training and consulting organization with a mission to serve as a bridge between communities and health care institutions to advance access to quality healthcare that is culturally and linguistically appropriate. It runs a nationally recognized Medical Interpreter training program, entitled "Bridging The Gap."

OLA is currently negotiating a contract with CCHCP to bring Bridging the Gap training here to Hawaii this Spring, to be taught by the Department of Health's own Mary Santa Maria on Maui. Stay tuned for more info.



OLA presents at NAKEM International Conference



OLA's Executive Director, Jun Colmenares, chaired a panel and did a presentation on Language Access and Hawaii's Filipinos during the 8th Annual Nakem International Conference on November 15, 2013 at the University of Hawaii. The other panelists were Helena Manzano of the Department of Human Services, Charlene Cuarasma of the University of Hawaii SEED Program, and Lydia Pavon of Domestic Violence Action Center.

The Nakem International Conference was hosted and sponsored by the UH Ilokano Language and Literature Program.

OLA Meets with Faculty of Mindanao State University

On November 25, 2013, OLA met with a group of visiting professors from the Philippines' Mindanao State University: Dr. Faina Ulindang; Dr. Samuel Anonas; and Dr. Jamail Kamlian, who were in Hawaii under a grant from the U.S. Institute of Peace to promote and study cross-cultural understanding. Dr. Fred Magdaleña of the University of Hawaii Center for Philippine Studies, principal investigator for the project, also attended. OLA gave an overview of Hawaii's language access law and the office.



MORE NEWS FROM OLA

OLA and Public Health

Now that it is administratively attached to the Department of Health, OLA is dedicating greater focus to public health matters as they are implicated by



AMERICAN PUBLIC HEALTH ASSOCIATION
protect • prevent • live well

**HAWAII 2013
HEALTHCARE SUMMIT**



NOVEMBER 19, 2013 • HILTON HAWAIIAN VILLAGE

Language Access. In November, OLA participated in the Annual Meeting of the American Health Association in Boston, MA; and the 2013 Hawaii Healthcare Summit in Waikiki.

Office of Language Access—UNTOLD STORIES Project

The following stories have been collected as part of our ongoing “Untold Stories” of Language Access project. Please note, these stories seek to preserve the confidentiality of those sharing them; they have not been verified or corroborated. They are not meant to serve as the basis of any specific complaint or legal action, but are merely illustrative.

This is an ongoing project. **We are interested in gathering more stories** of both language access success and language access denial. If you have additional stories to share, please email them to rebecca.gardner@doh.hawaii.gov; and ola@doh.hawaii.gov. All efforts will be made to keep these stories confidential.



FAILED LANGUAGE/ACADEMIC ASSESSMENT AT SCHOOL

A 5 year-old Chuukese kindergarten student was doing poorly in school. Because they could not understand his speech, the teachers presumed that language was the student's problem. Nevertheless, the student was never referred to ESL programming. The teachers and school system never provided an interpreter for the child.

As a matter of fact, English was the student's first language. Despite the teachers' assessments, it was reported that they believed, “if he doesn't get it, he doesn't get it; he simply doesn't meet the standard;” and failed him using language as a principle reason.

The parent of the child explained that he does understand English but he had a different learning style. The parent felt the school did not put in the effort nor had the patience to discover the child's underlying problem. Instead, they used language as an “easy-out,” but then also failed to seek any interpreter or translation services for the child.

The mother asked for more resources and appropriate intervention to help the child, but the school did not provide any. Conversely, when the child got sick, the teachers quickly sought the assistance of the nurse to have the child sent home.

The mother has scheduled several meetings with teachers, counselors, and the principal, but was told that the school does not specialize in providing interpreters and ESL experts, and is not equipped to handle the situation.

The child was forced to repeat Kindergarten and suffers from poor self-esteem and shame among his peers, consistently referring to his having to repeat Kindergarten.



UNTOLD STORIES Project (continued)

MIS-DIAGNOSIS OF CHILD'S MENTAL HEALTH



The 2-year old son of a Spanish-speaking woman was referred by a doctor to an agency that assists developmentally-disabled children. The agency asked an interpreter to ask the mother if she would be interested in receiving free services to assist with her “developmentally delayed” child. The mother was shocked and embarrassed; and explained that the boy was fine, healthy, and bright, having met all developmental milestones at appropriate times.

At the boy's check-up with the doctor who made the referral, the doctor asked the mother several questions about the boy, which she could not understand because she was LEP. The mother had asked for an interpreter, but the doctor denied her request because he believed that either he knew enough Spanish to understand her, or that she knew enough English to get by.

Nevertheless, the doctor proceeded to use the 7-year old sister of the boy as an interpreter to ask questions about the boy. The mother is not sure what the daughter said about her son, but thinks her daughter may have said the child was ‘slow’. Nevertheless, the mother understood nothing about what was conveyed between the doctor and her 7-year old daughter.

Other Spanish-speaking patients had similar problems with the same doctor who maintains that he does not need or use interpreters.

NEWS FROM ALL OVER

United States Agrees to Comprehensive Settlement with Suffolk County Police Department to Resolve Investigation of Discriminatory Policing Against Latinos



The Civil Rights Division of the U.S. Department of Justice and the U.S. Attorney's Office for the Eastern District of New York announced today that they have tentatively agreed to a settlement with the Suffolk County Police Department (SCPD) which calls for SCPD to implement new and enhanced policies and procedures to ensure nondiscrimination in the provision of police services to Latino communities in Suffolk County. The agreement, which the Department of Justice has agreed to, requires approval of the Suffolk County Legislature before it will be formally executed by the parties.

The United States commenced an investigation of SCPD in 2009 in the wake of the killing of Marcelo Lucero, an Ecuadorian national, who was murdered by a group of teenagers in Patchogue, N.Y., as he was walking home on the evening of Nov. 8, 2008. The United States' investigation, pursuant to the Violent Crime and Law Enforcement Act of 1994 and the Omnibus Crime Control and Safe Streets Act of 1968, focused on discriminatory policing allegations, including claims that SCPD discouraged Latino victims from filing complaints and cooperating with the police, and failed to investigate crimes and hate crime incidents involving Latinos. The United States issued a Technical Assistance letter on Sept. 13, 2011, which recommended a wide range of reforms to improve policing by the SCPD, and primarily focused on promoting trust between SCPD and the Latino community. . . .

Specifically, the agreement calls for SCPD to ensure that it polices equitably, respectfully and free of unlawful bias. Other highlights include enhanced training and investigation of allegations of hate crimes and bias incidents, **meaningful access to police services for individuals with limited English proficiency (LEP)** . . .

Full press release available here: <http://www.justice.gov/opa/pr/2013/December/13-crt-1273.html>

NEWS FROM ALL OVER

New York A.G. Schneiderman Secures Agreement Ensuring Full Access To Law Enforcement Services In Middletown

Press Release dated September 20 Agreement With Middletown Police Department Strengthens Translation And Interpretation Services For A Growing Limited English Proficient (LEP) Community



NEW YORK - Attorney General Eric T. Schneiderman today announced an agreement with the Middletown Police Department that will help strengthen language access services for residents who are limited English proficient (LEP). The agreement will help ensure that officers in the Middletown department are able to provide interpretation and translation services when needed. Middletown's police department, located in Orange County, serves one of the state's fastest-growing immigrant populations.

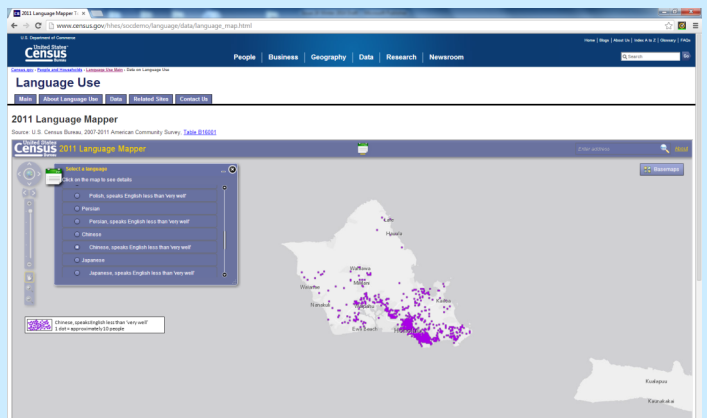
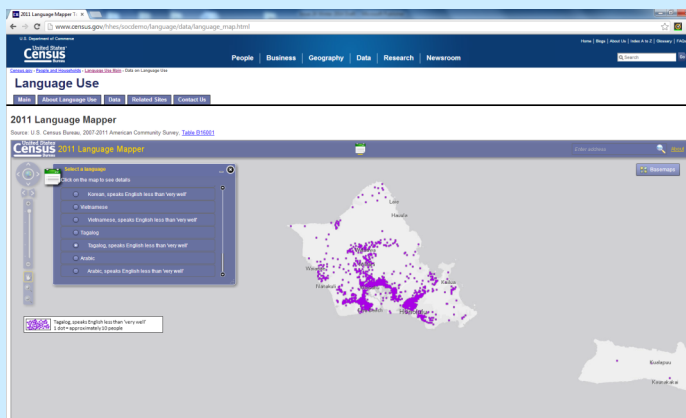
"Access to effective law enforcement and police services should be available to every New Yorker, regardless of their ability to read or write English," **Attorney General Schneiderman** said. "Our office's agreement with the Middletown Police Department demonstrates the efforts necessary to make certain that the delivery of police services is not compromised by language barriers."

In cooperation with the Attorney General's Office, the Middletown Police Department agreed to improve its language access policies for individuals who are limited English proficient. Going forward, the Department will provide all necessary interpretation and translation services for victims, witnesses and subjects; take meaningful steps to identify bilingual officers; conduct training for both current and new officers regarding the revised language access policy and protocols; make available translated materials and public notices, and regularly convene with the Attorney General's Office to discuss the progress in the implementation of its language access program.

According to Census data, approximately two and a half million New Yorkers do not speak English as their primary language and have a limited ability to read, speak, write or understand English. More than 18% of Middletown's residents speak English less than "very well." The Department's strengthened language access program will help ensure that individuals in the Middletown community have full access to vital police services, regardless of language ability. Full press release available here: <http://www.ag.ny.gov/press-release/ag-schneiderman-secures-agreement-ensuring-full-access-law-enforcement-services>

Check out the U.S. Census Bureau Interactive 2011 Language Mapper online:

http://www.census.gov/hhes/socdemo/language/data/language_map.html



Select a language and ability level; and see their population concentrations on this interactive map.

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‘O KA ‘ŌLELO KE OLA - LANGUAGE IS LIFE



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NEWS FROM OLA

****SAVE THE DATE****

7th Annual Hawaii Conference On Language Access

Theme: ‘Ike ‘Āina—Language Access and Cultural Literacy

***August 7-8, 2014—Conference
August 9, 2014—Workshops***

Why is cultural literacy important for language access? In language access, providers need to know and understand the cultures of their multi-ethnic clients; and LEP clients need to learn and understand their new cultural environment. This Conference will bring together cultural, educational, health, human services, and other practitioners, including the public, private and non-profit sectors, to discuss the relationship between language access and cultural literacy.

LOCATION TBA

DATES TO REMEMBER

February 1, 8, 15 . Medical Terminology Workshops— 8:00 a.m. -12:00 p.m., McKinley Community School for Adults
634 Pensacola Street, Honolulu, HI 96814 (registrants only)

February 12 Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm 320,
830 Punchbowl St. Honolulu, HI 96813

February 26 State Language Access Coordinators Meeting, 10:00-12:00 noon, DLIR Director's Conference Rm 320,
830 Punchbowl St. Honolulu, HI 96813

March 12 Language Access Advisory Council Meeting, 9:30-11:00 a.m., DLIR Director's Conference Rm 320,
830 Punchbowl St. Honolulu, HI 96813

March 1 Deadline for submission of semi-annual LEP report covering the July-December 2013 period for all state agencies.

July 1 Deadline for submission of revised language access plans for state agencies NOT receiving federal funds.

August 7-9 7th Annual Conference on Language Access— Location TBA